

2001-03 Performance Progress Report

For Quarter Ending September 2001

Agency 160

Office of Insurance Commissioner

Mission

To protect the public interest and promote a fair insurance marketplace by regulating the industry, advocating for consumers, and educating the public.

Goal Protect the consumer and educate the public.

Performance Measure Amount recovered for consumers as a result of OIC intervention.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	\$2,870,500	\$2,870,500	\$2,870,500	\$2,870,500	\$2,873,000	\$2,873,000	\$2,873,000	\$2,873,000
Actual								
Date Measured								

Performance Measure Number of consumer inquiries received and answered.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	82,475	71,975	69,975	69,975	82,550	72,050	70,050	70,050
Actual								
Date Measured								

Performance Measure Number of companies, agents, and brokers brought into compliance through enforcement actions.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	86	86	86	87	92	92	93	93
Actual								
Date Measured								

Goal Maintain a healthy insurance market.

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Performance Measure Number of financial and market conduct examinations of insurers completed.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	12	12	12	12	12	12	12	12
Actual								
Date Measured								

Goal Conserve public resources.

Performance Measure Percentage of the public information maintained electronically that is accessible to the public via the internet.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	0	0	0	30%	0	0	0	80%
Actual								
Date Measured								